

Putting Consumers First

When it comes to the cable competition issue, Michigan Citizen Action's primary goals are to lower consumer costs for basic services, improve customer service, and expand customer control over their choices. We believe the best way to accomplish these goals is to lower barriers to competition.

In keeping with this philosophy, we believe that:

- Consumers should drive the marketplace.
- Technological innovation should be encouraged.
- Economic investment and the creation of high-quality Michigan jobs should be priorities.
- Consumers should be protected by providing them information about services available and rate setting processes.
- Providers should be required to provide timely and quality services.
- Providers should be required to provide service to all consumers where it is economically feasible.
- Financial consideration should be given for use of local municipalities' assets.

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